

ACTIVE CASES
Analysis March 2005 QA Results for Food Stamps

Sample Size: 91
(drops excluded)

Totals for March 2005:

LOCATION	TOTAL SAMPLE ISSUANCE	# of ERROR CASES	ERROR DOLLAR TOTAL	PERCENT DOLLARS IN ERROR	FFY 2005 ERROR RATE
STATEWIDE	\$18,208.00	13	\$ 1,030.00	5.6%	5.3%
MILWAUKEE	7,913.00	4	434.00	5.5%	6.2%
BAL- STATE	10,295.00	8	596.00	5.8%	4.6%

ERROR CAUSES BY TYPE

- 11- Agency Preventable Errors
- 1- Client Error
- 1- State Error

OVERVIEW OF THE ERRORS AND WHERE THEY OCCURRED:

Of the 1 Agency Preventable Errors, four were in Milwaukee, one each in Barron, Chippewa, Douglas, Eau Claire, Rock, Winnebago and Wood Counties.

TYPES OF A.P.E. ERRORS (11):

Regular Earned Income (6):

SMRF (3) : failed to recalculate Earned income when SMRF received (2); failed to act on change in employment reported on SMRF-job ending (1); SMRF failed to correctly verify pay reported on SMRF-used inadequate information.

Other budgeting errors (3) including not using most recent pay, averaged partial income from new job wrong, didn't budget new job reported.

Self-Employment (1):

SMRF (1) failed to act on report on SMR that self-employment started. (same case had secondary error of failure to act of SMRF report of a job ending).

Shelter Expense (1): Agency gave full expense allowance for mortgage, interest and property taxes; however documents in file show client deducting half as a self-employment rental income business expense. Secondary error also made by agency on self-employment budgeting.

Proration (1):

Benefits for an application were prorated from day 18 rather than day 1 of the application: the verification was received within 30 days of application.

Child Support (1) Worker failed to zero out income for one of two children when the CS ended.

Child Support Sanction Ineligible (1): Agency failed to follow up on report they requested and received, showing the customer was not-cooperating with CS and thus ineligible.

TYPE OF CLIENT ERRORS (1):

Earned Income: Client failed to report on her SMRF that her job had ended. (Note agency made two secondary errors on other earnings budgeting and Child Support budgeting which offset the error somewhat).

TYPE OF CARES ERRORS (1)

Medical Expense: Agency worker ended CARES segment but it continued to be budgeted. Discussed with Call Center, who reported it to CARES staff.

WHEN WERE THE AGENCY PREVENTABLE ERRORS MADE?

Four of the errors was made at application, two at review, and five made at reported change (mostly on SMRF).

WHEN WERE THE CLIENT ERRORS MADE?

The one client error was reporting on her SMRF.

EFFECT OF SMRF PROCESS: As mentioned above, the SMRF process was involved in four cases. It cannot definitely be said that the process itself caused all these errors since the process it replaced (an additional face to face review) could have resulted in the same errors, but it bears watching. [More commentary below on SMRF]

TRENDS OR RECOMMENDATIONS:

The numbers of Agency Preventable Errors are climbing. Several of the errors involved were SMRF related. There is a significant error relating to failure to verify the changes reported. Also some workers seem oblivious to the fact that even if no change is reported on the SMRF, all income (except self-employment where an average has been completely established) must be re-verified and recalculated.

BIGGEST “CONTRIBUTORS”: The cases that caused the largest dollar errors for March 2005 (including client errors):

Milwaukee County, \$151 Agency Preventable Error. Agency prorated initial benefits-opened case on day 18 of application. Customer was eligible from day 1.

Milwaukee County, \$138 Agency Preventable Error. Agency failed to recalculate earned income when the SMRF process. The agency also had a long-standing error of including a household member in the FS group that has never lived there. There are case notes as far back as June 2004 that he was in Federal Prison in Minnesota.

Chippewa County, \$131 Agency Preventable Error: Agency failed to act on a report of new wages—they budgeted the income but didn’t re-run eligibility.

Mbw 07/22/05